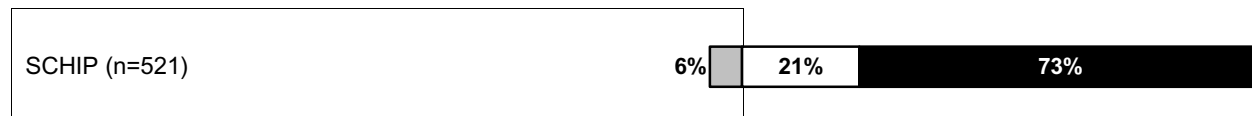


# State Children's Health Insurance Program CAHPS® Questions Composite and Questions

## Customer Service

This chart summarizes the responses to survey questions 53, 55, and 61 contained in the composite, "Customer Service." The Customer Service composite was calculated using AHRQ's methodology, which includes question 61. Individual question-level responses immediately follow.

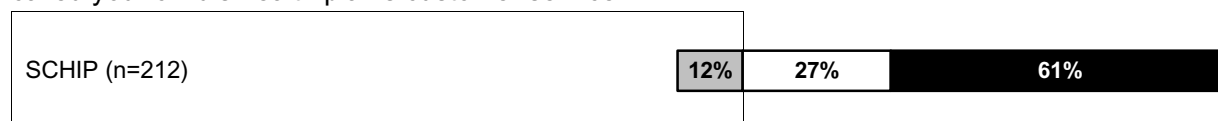
### Composite



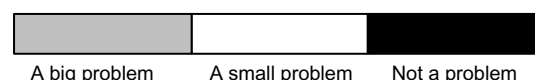
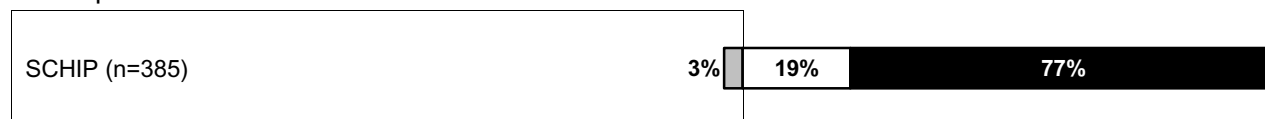
Q53. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Q55. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



Q61. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed if there were fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.